

215.85

New Participant Education

Overview

Purpose

At the initial certification appointment, each applicant or parent/guardian must be provided with information on how to obtain benefits using the eWIC card.

The state developed materials must be used to supplement the brochures and education topics required. A staff member must review the materials with the participant.

Policy

The local agency shall provide applicants with the following information:

- WIC approved foods,
- Use and care of the eWIC card,
- PIN selection process,
- eWIC customer service call center (1-844-234-4948),
- eWIC web portal www.ebtEDGE.com,
- How to read an eWIC receipt,
- How to determine the food account balance,
- How to use the eWIC card at the store,
- Keeping the eWIC card and PIN secure,
- Replacing a lost card,
- Shopping list,
- WIC approved stores and mixed basket vs. swipe first stores,
- Cut-off date and time for using benefits each month,
- The WIC Shopper app,
- The UPC approval process, and
- Video “How to Use WIC”

Resources for participant

- Approved product list (food flyer)
- Using your Iowa eWIC card
- How to Use the WIC Shopper App
- WIC Needs Your Help (UPC approval)

Follow-up

At the next scheduled appointment WIC staff should discuss with the participant or parent/guardian if there were any problems using the food benefits and assist them in resolving issues.